NORTEL

Nortel Communication Server 1000

IP Phone 2001

User Guide

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About the Nortel IP Phone 2001

The Nortel IP Phone 2001 brings voice and data to the desktop by connecting directly to a Local Area Network (LAN) through an Ethernet connection.

> ***Note:*** All features are not available on all telephones. Consult your system administrator to verify which features are available for your use.

Basic features

The IP Phone 2001 supports the following features:

- four context-sensitive soft keys that provide access to a maximum of 10 features.

  For information about context-sensitive soft keys, see *New in This Release Communication Server 1000 Release 5.0* (NN43001-115).

  Note: Some IP Phone 2001 phones are not configured to support soft key functionality. Consult your system administrator.

- multifield LCD screen
- speaker for on-hook dialing or listening
- volume control bar for adjusting ringer, speaker, and handset volume
- two specialized fixed keys:
  - Services
  - Message (Inbox)
- three call-processing fixed keys:
  - Line
  - Hold
  - Goodbye
- automatic network configuration

Telephone display

The LCD screen on your IP Phone 2001 has two display areas:

- The upper display area is for single-line information such as caller number, caller name, feature prompt strings, user-entered digits, date and time (or call timer, if provisioned in the Telephone options menu), and telephone information.
- The lower display area is used for context-sensitive soft key labels.

  Note: The label and function of each context-sensitive soft key changes, depending upon the call processing state of the computer.

For information about the context-sensitive soft keys, see *New in this Release* (NN43001-115).

Figure 1: Display screen

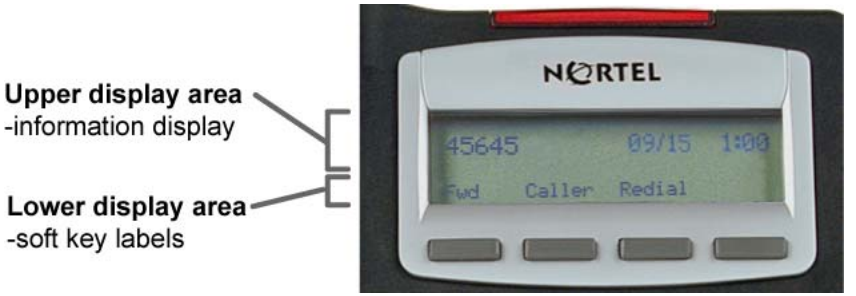


Figure 2: IP Phone 2001

Telephone controls

Note: Some IP Phone 2001 phones come with optional key caps. Text in parentheses indicates labels appearing on the key caps. For example, (Goodbye).

Use the **Volume control** bar to adjust the volume of the ringer, handset, and speaker. Press the right side of the rocker bar to increase volume; press the left side to decrease volume.

(Line)

Use the **Line** (DN) key to access the single line and activate on-hook dialing. No status icon or LED is provided.

(Goodbye)

Use the **Goodbye** key to terminate an active call.

(Hold)

Press the **Hold** key to put an active call on hold. Press the **Line** (DN) key to return to the caller on hold.

(Message/Inbox)

Press the **Message (Inbox)** key to access your voice mailbox.

Use the **Navigation** keys to scroll through menus and lists appearing on the display screen.

(Services)

Press the **Services** key and use the **Navigation** keys to access the following items:

- Telephone options:
  - — Volume adjustment
  - — Contrast adjustment
  - — Language
  - — Date/Time
  - — Local DialPad Tone
  - — Set Info
  - — Ring type
  - — Call timer
  - — Live Dialpad
- Password admin
  - — Station control Password
- Virtual Office Login and Virtual Office Logout (if Virtual Office is configured)

Continued

Note 1: Press the **Services** key to exit from any menu or menu item.

Note 2: The Password Admin menu is not available on all IP Phone 2001 phones. For more details, consult your system administrator.

Context-sensitive soft keys are located below the LCD screen. The LCD label above the key changes, based on the active feature.

Note: When a triangle appears before a key label, the feature is active.

When a message is left for the user, the **Message Waiting Indicator (MWI)** flashes. Also, this indicator flashes when the telephone ringer is on.

Call features and Flexible Feature Codes

System administration is required for call features and Flexible Feature Codes (FFC). Contact your system administrator to configure these features and codes on your telephone.

Call features and FFCs must be assigned to your telephone and supported by system software.

Security features

This section describes the following features, which are designed to enhance the security of your IP Phone 2001:

- Using encrypted calling
- Managing your Station Control Password (SCPW)

Using encrypted calling

Your IP Phone 2001 supports secure communication using Secure Real-Time Protocol (SRTP) media encryption feature. After the feature is enabled, a security icon (🔒) appears on the screen when your call is encrypted. Contact your system administrator to find out if this feature is enabled on your telephone.

Managing your Station Control Password (SCPW)

Your Station Control Password (SCPW) enables the following security features:

- Electronic Lock to prevent others from making calls from your telephone.
- Password-protected telephone features (for example, Remote Call Forward).

Your initial SCPW is defined by your system administrator. Contact your system administrator for detailed information.

To change your password (SCPW):

(Services)

1. Press the **Services** key.

2. Press the **Navigation** keys to scroll and highlight **Password Admin**.

3. Press the **Select** soft key.

4. Use the dialpad to enter your password at the prompt.

5. Press the **Navigation** keys to scroll and highlight **New Password**.

6. Press the **Select** soft key.

7. Use the dialpad to enter the new password.

8. Press the **Select** soft key to accept the new password.

   Note: If you are locked out of your IP Phone 2001, or have forgotten your SCPW, contact your system administrator.

Connecting the components

Before you begin

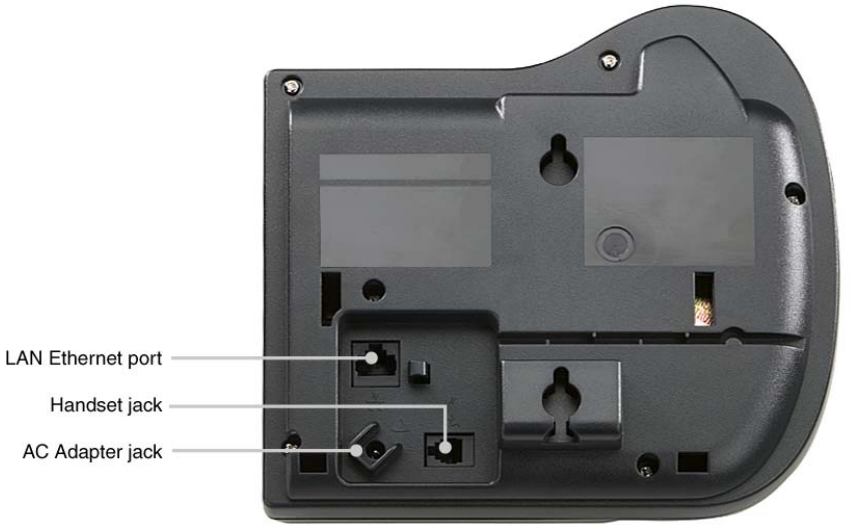
CAUTION
Damage to equipment

Do not plug the IP Phone 2001 into a regular telephone jack. This results in severe damage to the IP Phone. Consult your system administrator to ensure that you plug your telephone into a 10/100BaseT Ethernet jack.

Connecting the components of the telephone

1. Connect one end of the handset cord to the handset jack (identified with a handset icon) on the back of the telephone. Connect the other end to the jack on the handset.
2. Connect one end of the CAT-5e line cable to the LAN Ethernet port located on the back of the telephone (identified with a LAN icon). Plug the other end of the CAT-5e line cable into the IP network.
3. Contact your installation technician for the proper power option. This telephone can be powered by an AC adapter or over a LAN.
4. Thread the cord around the strain relief, retaining hook, and channel provided for a secure power connection.
5. Secure the telephone footstand to the telephone base.

Figure 3: IP Phone 2001 connections



Configuring options

The IP Phone 2001 **Services** menu lists the following submenus:

- The **Telephone Options** menu is used by you or your system administrator to configure telephone preferences.
- The **Password Admin** menu is used by you or your system administrator to change the Station Control Password.
- The **Virtual Office Login** and **Test Local Mode** (for Branch Office) menus are listed when an IP Phone 2001 Class of Service is configured for Virtual Office and Branch Office. For more information, see page 64.

  Note: The **Password Admin**, **Virtual Office Login**, and **Test Local Mode** menus are not available on all IP Phone 2001 phones. Consult your system administrator for more information about what menus are available on your telephone.

Using the Telephone Options menu

Use the Telephone Options menu to access the following:

- “Adjusting the volume” on page 20
- “Adjusting the display screen contrast” on page 21
- “Selecting a language” on page 21
- “Selecting date and time format” on page 22
- “Selecting local dialpad tone” on page 23
- “Selecting a Ring type” on page 24
- “Viewing telephone information” on page 25
- “Enabling or disabling Call Timer” on page 26
- “Configuring Live Dialpad” on page 26

When an option has a sublist, an ellipsis (...) appears after the option.

To use the Telephone Options menu:

(Services)

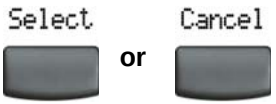
1. Press the **Services** key.

2. Press the **Navigation** keys to scroll and highlight **Telephone Options**.

3. Press the **Select** soft key.

4. Press the **Navigation** keys to scroll and highlight an option (for example, **Language...**).

5. Press the **Select** soft key. The display provides information required to adjust your selection.



6. Choose one of the following:
   - Press the **Select** soft key to save changes and return to the **Telephone Options** menu.
   - Press the **Cancel** soft key to keep existing configurations.

Adjusting the volume

Press the **Services** key, select **Telephone Options,** and select **Volume adjustment...** from the menu.

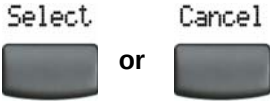
To adjust the volume:

1. Press the **Navigation** keys to scroll and highlight one of the following:
   - **Ringer**
   - **Handset**
   - **On-hook dialing or listen**

2. Press the **Select** soft key.

or

3. Choose one of the following to increase or decrease the volume:
   - Press the **Down** or **Up** soft keys.
   - Press the **Navigation** keys.

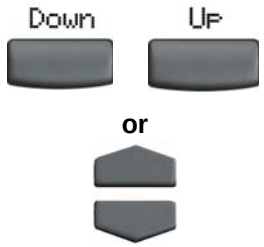


4. Choose one of the following:
   - Press the **Select** soft key to save the volume level and return to the **Telephone Options** menu.
   - Press the **Cancel** soft key to keep existing configurations.

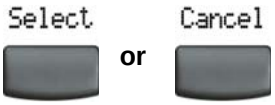
Adjusting the display screen contrast

Press the **Services** key, select **Telephone Options**, and select **Contrast adjustment** from the menu.

To adjust the display screen contrast:



1. To increase or decrease the display contrast level, choose one of the following:
   - Press the **Down** or **Up** soft keys.
   - Press the **Navigation** keys.



2. Choose one of the following:
   - Press the **Select** soft key to save the contrast level and return to the **Telephone Options** menu.
   - Press the **Cancel** soft key to keep existing configurations.

Selecting a language

The display is available in several languages. Press the **Services** key, select **Telephone Options**, and select **Language…** from the menu.

To select a language:

Deutsche

1. Press the **Navigation** keys to scroll and highlight the desired language (for example, German [Deutsche]).

   Note: Some languages may not be installed on your IP phone. Contact your system administrator for more information on available languages.

2. Choose one of the following:

   — Press the **Select** soft key to save the language and return to the **Telephone Options** menu.

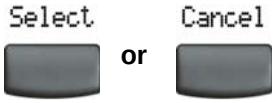
   — Press the **Cancel** soft key to keep existing configurations.

Selecting date and time format

There are several date and time formats, based on the 12-hour clock or the 24-hour clock. Press the **Services** key, select **Telephone Options** and select **Date/Time…** from the menu.

To select a date and time format:

1. Press the **Navigation** keys to scroll and highlight the desired format. Sample formats appear in the upper right-side of the display area.



2. Choose one of the following:
   - — Press the **Select** soft key to save the format and return to the **Telephone Options** menu.
   - — Press the **Cancel** soft key to keep existing configurations.

Selecting local dialpad tone

Use the Local Dialpad Tone option if you want the telephone dialing keys to produce a sound when you press them. Your choices are:

- Dual Tone Multi-Frequency (DTMF) sounds
- a single tone
- no sound

Press the **Services** key, select **Telephone Options**, and select **Local DialPad Tone** from the menu.

To select the Local Dialpad Tone:

1. Press the **Navigation** keys to scroll and highlight one of the following dialpad tones:
   - — **None** to disable all tones.
   - — **Short Click** to enable a single tone for all keys.
   - — **DTMF** to turn on a separate DTMF tone for each key.

2. Choose one of the following:
   - — Press the **Select** soft key to save the tone selection and return to the **Telephone Options** menu.
   - — Press the **Cancel** soft key to keep existing configurations.

Selecting a Ring type

Use the Ring type option to configure the ring tone for the telephone. Press the **Services** key, select **Telephone Options**, and select **Ring type…** from the menu.

To select a ring type:

1. Press the **Navigation** keys to scroll and highlight one of the ring types.

2. Press the **Play** soft key to sample the ring tone.

3. Choose one of the following:
   - — Press the **Select** soft key to save the ring type and return to the **Telephone Options** menu.
   - — Press the **Stop** soft key and use the **Navigation** keys to select a different ring type.
   - — Press the **Cancel** soft key to keep existing configurations.

Viewing telephone information

The following telephone-specific information appears in the Set Info option:

- General Info
- Set IP Info
- Ethernet Info
- Server Info
- Location Info
- Encryption Info

To view telephone information, press the **Services** key, select **Telephone Options**, and select **Set Info** from the menu.

Viewing telephone information:

1. Press the **Navigation** keys to scroll through the list to view telephone information.

2. Press the **Cancel** soft key to return to the **Telephone Options** menu.

Enabling or disabling Call Timer

The call timer measures how long you are on each call. The calling party's number is displayed for the first 5 seconds of the call, and is then replaced by the call timer.

To enable or disable the call timer, press the **Services** key, select **Telephone Options**, and select **Call Timer** from the menu.

To enable or disable Call Timer:

Press the **Navigation** keys to enable or disable the Call timer.

Choose one of the following:

— Press the **Select** soft key to save the configuration and return to the **Telephone Options** menu.

— Press the **Cancel** soft key to keep existing configurations.

Configuring Live Dialpad

Use live dialpad to dial a number using the telephone dialpad without having to pick up the handset or press the handsfree key.

Note: Live dialpad activates the primary DN key.

To configure live dialpad, press the **Services** soft key, select **Telephone Options**, and select **Live Dialpad** from the menu.

To configure Live Dialpad

1. Press the **Up and Down** navigation keys to scroll and highlight **Live Dialpad**.

2. Press the **Select** soft key.

3. Press the **Up and Down** navigation keys to scroll and highlight one of the following:
   - **on**
   - **off**

4. Choose one of the following:
   - Press the **Select** soft key to save the setting.
   - Press the **Cancel** soft key to keep existing settings.

Making a call

This section describes the various methods that you can use to make a call:

- “Using off-hook dialing” on page 28
- “Using on-hook dialing” on page 29
- “Using Live Dialpad” on page 29
- “Using Predial” on page 30
- “Activating Ring Again” on page 31
- “Using Last Number Redial” on page 33
- “Using Speed Call” on page 33
- “Using System Speed Call” on page 34

Using off-hook dialing

Use the off-hook dialing option to dial the number after you have lifted the handset.

1. Lift the handset.

2. Dial the number.

or

(Goodbye)

3. To terminate the call, choose one of the following:
   - — Replace the handset into the cradle.
   - — Press the **Goodbye** key.

Using on-hook dialing

Use on-hook dialing to dial the number before lifting the handset.

1. Leave the handset in the cradle.

(Line)

2. Press the **Line** (DN) key.

3. Dial the number when the dial tone sounds.

4. When the called party answers, lift the handset.

or

(Goodbye)

5. To terminate the call, choose one of the following:
   - Replace the handset into the cradle.
   - Press the **Goodbye** key.

Using Live Dialpad

Use live dialpad to dial the number before lifting the handset.

1. Leave the handset in the cradle.

2. Dial the number.

3. When the called party answers, lift the handset.

or

(Goodbye)

4. To terminate the call, choose one of the following:
   - — Replace the handset into the cradle.
   - — Press the **Goodbye** key.

Using Predial

Use the Predial feature to enter, preview, and edit numbers before dialing.

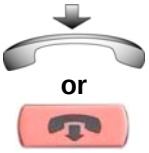
To use Predial:

1. Without selecting the **Line** (DN) key, enter the number to be dialed.

(Line)

2. Press the **Line** (DN) key to dial the number.

3. Lift the handset when the called party answers.



4. Choose one of the following to terminate the call:
   - Replace the handset into the cradle.
   - Press the **Goodbye** key.

To edit a Predial number:

1. Without selecting the **Line** (DN) key, enter the number to be dialed.

2. Choose one of the following:
   - To erase all numbers, press the **Clear** soft key. Reenter numbers to be dialed.
   - To change numbers one at a time, press the **Delete** soft key to backspace. Reenter a new number.

3. Press the **Line** (DN) key to dial the number.

Activating Ring Again

Use the Ring Again feature if you receive a busy tone or if there is no answer. Your IP Phone rings after the person you called becomes available. Ring Again automatically redials the number.

To activate Ring Again:

1. Dial a number and receive a busy tone or no answer.

or

2. Choose one of the following:
   - Press the **Ring Again** soft key.
   - Enter the **Ring Again Activate** FFC.

To call a Ring Again party after you receive notification:

1. After receiving the notification tone, lift the handset.

2. Press the **Ring Again** soft key to automatically dial the number.

To deactivate Ring Again before notification:

or

Choose one of the following:

- Before hearing the notification tone, press the **Ring Again** soft key a second time.
- Enter the **Ring Again Deactivate** FFC.

Using Last Number Redial

Use the Last Number Redial feature to automatically redial the last dialed number.

To use Last Number Redial with the handset:

1. Lift the handset.

(Line)

2. Press the **Line** (DN) key.

To use Last Number Redial without lifting the handset:

(Line)

(Line)

Without lifting the handset, press the **Line** (DN) key twice (the last number dialed is automatically redialed).

Using Speed Call

Use the Speed Call feature to place internal and external calls by dialing a one-, two-, or three-digit code.

To create a Speed Call number:

1. Press the **Speed Call Controller** soft key. The triangular icon flashes, indicating programming mode.

2. At the prompt:
   - — Enter a one-, two-, or three-digit code (0-999).
   - — If required, enter the access code (for example, 9).
   - — Enter the telephone number (internal, external, or long-distance number).

3. Press the **Speed Call Controller** soft key again to save the code and number. The flashing icon turns off.

To make a Speed Call:

1. Lift the handset.

2. Press the **Speed Call Controller** soft key.

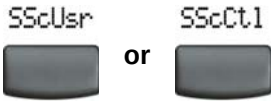
3. Dial the **Speed Call** code to automatically dial the number.

Using System Speed Call

Use the System Speed Call feature to dial Speed Call codes that override dialing restrictions placed on your telephone.

To make a System Speed Call:

1. Lift the handset.



2. Choose one of the following:
   - Press the **System Speed Call (SScUsr)** soft key.
   - Press the **System Speed Call Controller (SScCtl)** key.

3. Dial the **Speed Call** code to automatically dial the number.

Answering a call

Each incoming call causes the telephone to ring and the **Message Indicator** lamp to flash.

To answer a call:

Lift the handset.

Note: Do not use the **Line** (DN) key to answer a call.

While on an active call

Use the following features during an active call:

- “Placing a call on hold” on page 37
- “Transferring a call” on page 37
- “Using Timed Reminder Recall” on page 38
- “Using Call Park” on page 39
- “Recording a Calling Party Number” on page 41
- “Tracing a malicious call” on page 41

Placing a call on hold

Use the Hold feature if you are talking on one line and another call arrives on a second line. Retain the original call by putting it on hold and then answer the second call.

To place a call on hold:

(Hold)

Press the **Hold** key.

To retrieve a call on hold:

(Line)

Press the **Line** (DN) key.

Transferring a call

Use the Transfer feature to redirect a call to the appropriate person.

To use the Transfer feature to direct a call to a third party:

1. Press the **Transfer** soft key. The other party is on hold and a dial tone sounds.

2. Dial the DN number to which the call is transferred.

3. After that number rings or a person answers, press the **Transfer** soft key to connect the calling party.

To return to the original call if the transfer is incomplete:

(Line)

If the person called is not available, press the **Line** (DN) key to reconnect to the original call.

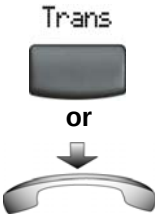
Using Timed Reminder Recall

Use the Timed Reminder Recall feature to receive a reminder tone after a transferred call is not answered.

To activate Timed Reminder Recall:

1. Press the **Transfer** soft key. The call is put on hold.

2. Dial the number to which the call is being transferred.



3. Choose one of the following to start the recall timer:
   - Press the **Transfer** soft key again.
   - Replace the handset before the extension answers.

   If the transfer is complete, the recall timer stops.

If the transferred call is not answered, your telephone rings:

1. Lift the handset to reconnect to the original caller.

2. Choose one of the following:
   - Press the **Transfer** soft key and repeat the transfer (to a different DN).
   - If the transfer is picked up while you are on the line, press the **Goodbye** key to complete the transfer.

(Goodbye)

Using Call Park

Use the Call Park feature to temporarily hold (park) and retrieve a call from any telephone. Using Call Park does not tie up a line and, if configured network-wide, can be used across networks. A **System Park Extension** can be configured to automatically park most calls.

To park a call on the System Park DN or on your own DN:

During an active call, press the **Park** soft key twice.

Note: By default, the call is parked on your DN unless a **System Park** is enabled to automatically park calls on the system.

To park a call on a DN other than the System Park DN or your own DN:

1. Press the **Park** soft key.

2. Dial the DN where you want to park the call.

3. Press the **Park** soft key.

To retrieve a parked call:

1. Lift the handset.

2. Press the **Park** soft key.

3. Dial the DN where you parked the call.

   Note: If a parked call is not retrieved within a specified time period, it rings back to your telephone or the attendant.

Recording a Calling Party Number

Use the Calling Party Number feature during an established call to record a caller's number or to charge a call to an account number.

To record a caller's number for accounting purposes:

1. Press the **Call Party** soft key. The caller is placed on hold.

2. Dial a charge account number or the caller's number.

   Note: For information about using the **Charge** key, see "Charging a call or charging a forced call" on page 54.

3. Press the **Call Party** soft key to return to the call.

Tracing a malicious call

Use the Call Trace feature to trace nuisance calls within your system.

Note: This is not a default feature. Contact your system administrator to configure this feature on your telephone.

To activate Call Trace:

1. Choose one of the following:
   - Press the **Transfer** soft key.
   - Press the **Conference** soft key.

2. Dial the **SPRE code** followed by **83** or enter the **Call Trace** FFC to automatically reconnect.

   Note: Contact your system administrator for the Call Trace feature SPRE code.

While away from your desk

Use the following features when you are away from your desk:

- “Using Call Forward” on page 43
- “Using Internal Call Forward” on page 44
- “Using Remote Call Forward” on page 45
- “Securing your telephone” on page 47

Using Call Forward

Use the Call Forward feature to direct incoming calls to ring on another line (DN). If the telephone is ringing, that call cannot be forwarded.

To forward your calls or change the forward number:

1. Press the **Forward** soft key.

2. Dial the DN where you want to forward your calls.

3. Press the **Forward** soft key.

To deactivate Call Forward:

Press the **Forward** soft key.

To reinstate Call Forward to the same number:

Press the **Forward** soft key twice.

Using Internal Call Forward

Use Internal Call Forward to accept only calls originating at internal DNs to ring at another DN. Calls originating outside your telephone system still ring at your telephone. Current incoming calls cannot be forwarded.

To activate Internal Call Forward:

1. Lift the handset and enter the **Internal Call Forward Activate** FFC.

2. Dial the DN to which your internal calls are to be forwarded.

3. Hang up.

To deactivate Internal Call Forward:

Lift the handset and enter the **Internal Call Forward Deactivate** FFC.

Using Remote Call Forward

Use Remote Call Forward (from any telephone other than your own) to forward your calls to any DN.

To activate Remote Call Forward:

1. Lift the handset.

2. If calling from a telephone outside the system, dial your direct system access number and wait for dial tone.

3. Dial the **Remote Call Forward Activate** FFC to activate the feature.

4. Dial your Station Control Password. A dial tone sounds.

5. Choose one of the following:
   - — Dial your DN.
   - — To forward calls to the previous call forward telephone number, press the # key. (Do not perform steps 6 and 7).

6. Dial the number to which calls are to be forwarded. If calls are forwarded to an invalid number, a fast busy signal sounds.

7. Press the # key.

To deactivate Remote Call Forward:

1. Lift the handset.

2. If calling from a telephone outside the system, dial the direct system access number and wait for the dial tone.

3. Dial the **Remote Call Forward Deactivate** FFC.

4. Dial your **Station Control Password**.

5. After hearing the dial tone, dial your DN.

6. Press the # key.

Securing your telephone

The Electronic Lock feature is controlled using your Station Control Password. To change your **Station Control Password**, see “Security features” on page 13.

To lock your telephone:

1. Lift the handset.

2. Dial the **Electronic Lock Activate** FFC.

3. Dial your **Station Control Password**.

4. Choose one of the following:

(Goodbye)

— If dialing locally, press the **Goodbye** key.

— If dialing the FFC remotely, dial your DN.

To unlock your telephone:

1. Lift the handset.

2. Dial the **Electronic Lock Deactivate** FFC.

3. Dial your **Station Control Password**.

4. Choose one of the following:

(Goodbye)

— If dialing locally, press the **Goodbye** key.

— If dialing the FFC remotely, dial your DN.

Talking with more than one person

Use the following features to enable conversations between more than two people:

- “Setting up a conference call” on page 49
- “Using Group Call” on page 50

Setting up a conference call

Use the Conference feature to set up a conference call. The maximum number of people the conference feature supports is either three or six, depending on the configuration of your telephone.

To set up a conference call:

1. While on a call, press the **Conference** soft key to place the party on hold. You receive dial tone.

2. Dial the number of the person you want to add to the conference call. You can talk privately to the person you are adding at this time.

3. Press the **Conference** soft key a second time to conference all parties together.

If the person you attempt to add to the conference is unavailable:

(Goodbye)

1. Press the **Goodbye** key.

(Line)

2. Press the **Line** (DN) key to return to your original call.

Using Group Call

Use the Group Call feature to automatically call members of a predefined group, one at a time, until they all answer.

To call group members:

1. Lift the handset.

2. Enter the **Group Call** FFC.
   - — The feature automatically calls all group members.
   - — The telephone numbers of the group members appear as they answer.
   - — If a member in your group is on a conference call or another group call, their telephone is not connected to your group call.
   - — After everyone in the group has answered, only the originator of the group call can put the call on hold.

To answer a Group Call:

Lift the handset.

Note: After you answer a Group Call, three 10-second tones notify you that there is a group call on your extension.

To end a Group Call:

(Goodbye)

Press the **Goodbye** key.

Note: After the originator of the group call disconnects, the call terminates for all members of the group. However, the members of the Group Call can disconnect from the call and not affect other members on the call.

Working without interruption

This section describes a feature that provides uninterrupted work time.

Using Make Set Busy

Use the Make Set Busy feature to make your telephone appear busy to all callers.

To activate Make Set Busy:

1. Lift the handset.

2. Enter the **Make Set Busy Activate** FFC.

To deactivate Make Set Busy:

1. Lift the handset.

2. Enter the **Make Set Busy Deactivate** FFC.

Additional calling features

The following calling features are available on some IP Phone 2001 phones. Contact your system administrator to find out if they are available to you.

- “Using Call Page Connect to make an announcement” on page 53
- “Charging a call or charging a forced call” on page 54
- “Using Enhanced Override” on page 57
- “Using Forced Camp-on” on page 58
- “Overriding a busy signal” on page 59
- “Using Privacy Release” on page 59
- “Using Radio Page” on page 61

Using Call Page Connect to make an announcement

Use the Call Page Connect feature to make an announcement over a paging system.

To use Call Page:

1. Lift the handset.

2. Dial the **Page Trunk Access Code** to complete the connection to the page system.

3. Make your announcement.

(Goodbye)

4. Press the **Goodbye** key.

Charging a call or charging a forced call

Use the Call Charge feature to charge a call to a specific account. The Forced Charge feature lets users charge long-distance calls to the account they specify when using a telephone restricted to local calls.

To charge a call before you dial:

1. Lift the handset.

2. Choose one of the following:
   - Press the **Charge** soft key.
   - Dial the **Call Detail Recording** FFC.

3. Dial the charge account number.

4. When the dial tone sounds, dial the number.

To charge a call in progress:

1. Choose one of the following:
   - Press the **Transfer** soft key.
   - Press the **Conference** soft key.

2. Choose one of the following:
   - Press the **Charge** soft key.
   - Dial the **Call Detail Recording** FFC.

3. Dial the charge account number.

(Line)

4. Press the **Line** (DN) key to return to the call.

To charge a call to an account when you transfer a call:

1. Press the **Transfer** soft key. The call is placed on hold.

2. Dial the **Call Detail Recording** FFC.

3. Dial the charge account number.

4. After the dial tone, dial the number to where the call is to be transferred.

5. Press the **Transfer** soft key when you hear the telephone ring.

   Note: You can talk privately to the person at the transfer number before you press the **Transfer** key.

To charge a call to an account after you add someone to a conference call:

1. Press the **Conference** soft key. The call is placed on hold.

2. Dial the **Call Detail Recording** FFC.

3. Dial the charge account number.

4. Dial the number of the person you want to add to the conference.

5. Press the **Conference** soft key.

Using Enhanced Override

Use the Enhanced Override feature to override an active call after you attempt a Forced Camp-on. Use Enhanced Override to make a simple call or a consultation call, such as placing a call on hold and calling another party.

To use Enhanced Override:

You receive a busy signal after dialing a telephone number:

1. Enter the **Override** FFC to initiate a Forced Camp-on.

   — If either person on the call disconnects at this time, you receive an overflow (fast busy or engaged) signal.

2. Enter the **Override** FFC again.

   — The other two persons on the call receive an override tone and a conference call is established between the three of you. If anyone disconnects, the other two persons remain connected.

To disconnect Enhanced Override:

(Goodbye)

Press the **Goodbye** key.

Using Forced Camp-on

Use the Forced Camp-on feature to automatically ring another telephone (internal or external) immediately after that telephone disconnects from its current call.

To use Forced Camp-on:

You receive a busy signal after dialing a telephone number.

1. Enter the **Override** FFC to initiate a Forced Camp-on.

   Note: The person you called receives a tone. You receive a ring or ringback signal or a busy or engaged signal, depending on the options chosen. You are now camped-on to the number you dialed.

2. Hang-up the telephone.
3. After the person you called finishes the call, your telephone automatically dials the number. Both telephones ring.

To answer a call camped-on to your extension:

After the telephone rings, lift the handset.

Note: You can program your telephone for either Camp-on or Call Waiting, but not both.

Overriding a busy signal

Use the Override feature to override a busy signal and interrupt another call.

To override a busy or engaged signal:

1. You dial a telephone number and receive a busy signal.

2. Enter the **Override** FFC.

   Note: The people in the targeted call receive a tone for approximately one second. After the Override feature joins you to their call, a short tone repeats every 16 seconds.

To end the connection:

(Goodbye)

Press the **Goodbye** key.

Using Privacy Release

Use the Privacy Release feature so that one or more people who share your DN can join a call.

To use Privacy Release on an established call:

Press the **Privacy Release** soft key during a call.

Others join the call by pressing the shared number (DN) key on their telephone (Multiple Appearance DN feature).

Using Radio Page

Use the Radio Page feature to page a person. The paged person answers the call after entering a special Page Meet-me code from any telephone.

To use Automatic Preselection (Meet-me page):

1. Lift the handset.

2. Dial the **Radio Paging Access** FFC. The paging tone sounds (two beeps followed by a dial tone).

3. Dial the number of the party you want to page. After dialing, the ringback tone sounds.

   Note: The paged person can use any telephone to enter a **Radio Paging Answer** FFC.

(Goodbye)

4. If your call goes unanswered for a preset time period and a 15-second high pitched tone sounds followed by silence, press the **Goodbye** key or replace the handset.

To use Automatic Post selection:

The called party is either busy on the telephone or away from the desk. To page the called party, there is no need to redial the number of the called party.

1. Press the **Radio Page** soft key. A special dial tone sounds.

2. Dial the **Radio Paging Access** FFC. The ringback tone sounds.

   Note: The paged person can use any telephone to enter a **Radio Paging Answer** FFC.

(Goodbye)

3. If your call goes unanswered for a preset time period and a 15-second high-pitched tone sounds followed by silence, press the **Goodbye** key or replace the handset.

To answer a Radio Page:

If you carry a Radio Pager, a page indicates that someone dialed your line (DN). If the Radio Page system is configured up to function in Meet-me mode, you can answer the page call from any telephone.

1. Lift the handset.

2. Dial the **Radio Page Answer** FFC. The paging tone sounds.

3. Dial your own DN to connect to the paging caller. If the caller has hung up, a steady, high-pitched (Number Unavailable) tone sounds.

Additional telephone features

The following telephone features are available on some IP Phone 2001 phones. Contact your system administrator to find out if they are available to you.

- “Using Virtual Office” on page 64
- “Using Media Gateway 1000B” on page 72

Using Virtual Office

When you are away from your office telephone, use the Virtual Office feature to transfer calls and all of your telephone's features to a remote telephone.

Note 1: Consult your system administrator to verify if the Virtual Office feature is available for your use.

Note 2: When designated as the office telephone, the IP Phone 2001 can be activated for Virtual Office by the IP Phone 2002, IP Phone 2004, IP Softphone 2050, or another IP Phone 2001.

Note 3: When used as the remote telephone, the IP Phone 2001 can activate only an IP Phone 2001 for Virtual Office.

This section provides more information about the following topics:

- “Logging in to Virtual Office” on page 65
- “Using Virtual Office on your remote telephone” on page 66
- “Using Virtual Office on your office telephone” on page 68
- “Logging out of Virtual Office” on page 69
- “Troubleshooting Virtual Office” on page 70

Logging in to Virtual Office

To activate Virtual Office on your office telephone from your remote telephone:

1. Press the **Services** key.

2. Press the **Navigation** keys to scroll and highlight **Virtual Office Login**.

3. Press the **Select** soft key.

4. Enter your user ID (for example, your DN including the access code) at the prompt.

   Note: This must be an Electronic Switched Network (ESN) number.

5. Press the **Select** soft key.

6. At the prompt, enter the home **Station Control Password (SCPW)**.

   Note 1: If the user ID is not found locally, the message “Locating Remote Server” appears.

   Note 2: After three failed login attempts, wait one hour before attempting to log in again.

   A successful login transfers all the features, time, date, and tones to your remote telephone from your office telephone.

Using Virtual Office on your remote telephone

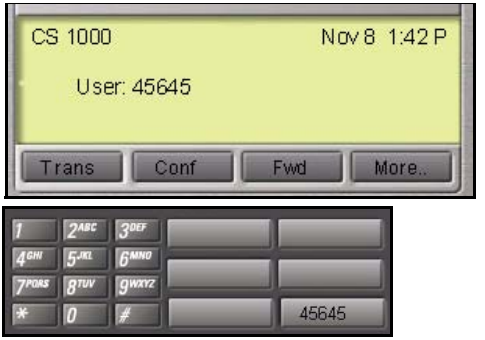
Figures 4 to **7** illustrate IP Phones logged on to an IP Phone 2001 using Virtual Office.

Figure 4: Logged on to an IP Phone 2001 using an IP Phone 2001

Figure 5: Logged on to an IP Phone 2001 using an IP Phone 2002

Figure 6: Logged on to an IP Phone 2001 using an IP Phone 2004

Figure 7: Logged on to an IP Phone 2001 using an IP Softphone 2050



On the displays of IP Phone 2002 and 2004, and IP Softphone 2050, the feature keys remain empty (except for the appearance of your DN) as your IP Phone 2001 does not support feature keys.

A user information line appears on all displays listing the number of your office telephone.

Using Virtual Office on your office telephone

When activated for Virtual Office by a remote telephone, your office telephone is logged out and is no longer operational.

A Logged Out message appears on your telephone alerting you that your office telephone is being used for Virtual Office.

To regain operation of a telephone being used for Virtual Office:

or

Choose one of the following:

1. To completely disconnect your office telephone from the remote telephone:
   a. Press the **Home** soft key.
   b. Enter your user ID and password (this logs the office telephone back on to your office network).

2. To use your office telephone as the remote telephone for Virtual Office, press the **Virtual** soft key to log in to another IP Phone.

Logging out of Virtual Office

To log out from a remote telephone:

(Services)

1. Press the **Services** key.

2. Press the **Navigation** keys to scroll and highlight **Virtual Office Logout**.

3. Press the **Select** soft key.

Troubleshooting Virtual Office

Virtual Office can display error messages on-screen. The following table lists error messages and actions to correct the causes.

Table 1: Troubleshooting Virtual Office (Part 1 of 3)

Displayed message	Probable cause	Action
Busy, try again	Remote IP Phone is active (not idle).	Wait for remote telephone to become idle and try again.
	ACD IP Phone is logged in.	Log out of ACD IP Phone before initiating Virtual Office from another IP Phone.
	Make-Set-Busy is inactive on ACD IP Phone.	Configure Make-Set-Busy active on ACD IP Phone.
Invalid ID (1)	Incorrect user ID entered.	Enter correct user ID.
	user ID is not in Gatekeeper database.	Notify system administrator.
Invalid ID (2)	Incorrect user ID entered.	Enter correct user ID.
Invalid ID (3)	Incorrect user ID entered.	Enter correct user ID.
	User ID in Gatekeeper database points to originating Call Server.	Notify system administrator.

Table 1: Troubleshooting Virtual Office (Part 2 of 3)

Displayed message	Probable cause	Action
Locked from Login	Three failed attempts to enter the correct Station Control Password.	Wait one hour for the lock to clear automatically, or notify system administrator to clear lock.
Permission Denied (1)	Remote telephone has no Station Control Password.	Notify system administrator.
Permission Denied (3)	Incorrect user ID entered.	Enter correct user ID.
	Remote telephone has no Station Control Password.	Notify system administrator.
Permission Denied (4)	Incorrect user ID entered.	Enter correct user ID.
	Attempt to log in to a remote IP Phone 2002, IP Phone 2004, or IP Softphone 2050 from an IP Phone 2001 (some restrictions apply).	Go to an IP Phone 2002, IP Phone 2004, or IP Softphone 2050 and try to log in again, or consult your system administrator.
Permission Denied (5)	Incorrect user ID entered.	Enter correct user ID.
	Remote telephone does not have VOLO Class of Service.	Notify system administrator.

Table 1: Troubleshooting Virtual Office (Part 3 of 3)

Displayed message	Probable cause	Action
Permission Denied (6)	Incorrect user ID entered.	Enter correct user ID.
	Incorrect Station Control Password entered.	Select Retry and try again with the correct Station Control Password.
Server Unreachable (1)	Network problem.	Notify system administrator if the problem persists.
Server Unreachable (2)	Network problem.	Notify system administrator if the problem persists.

Using Media Gateway 1000B

This section provides more information about the following topics:

- “Using Test Local Mode” on page 73
- “Using Resume Normal Mode” on page 73
- “Troubleshooting MG 1000B” on page 74

The Media Gateway 1000B (MG 1000B) telephone can operate in Normal or Local Mode.

Normal Mode

The telephone registers with the Main Office and receives telephone services from the Main Office. At any time during Normal Mode, you can check local mode functionality (make and receive calls) by enabling Local Mode and returning to Normal Mode. After testing, you can return to Normal Mode by using the **Resume Normal Mode** command or by waiting for 10 minutes.

Local Mode

If the WAN connection goes down, the telephone loses communication with the Main Office TPS. The telephone then registers with the MG 1000B and receives telephone services from the branch office. “LOCAL MODE” appears on the telephone display when in local mode.

Using Test Local Mode

Use Test Local Mode to check local mode functionality (make and receive telephone calls). This is useful when provisioning has changed for an IP Phone on an MG 1000B Controller.

(Services)

1. Press the **Services** key.

2. Press the **Navigation** keys to scroll and to highlight **Test Local Mode**.

3. Press the **Select** soft key (the telephone resets and registers to the MG 1000B).

Using Resume Normal Mode

Use the Resume Normal Mode command to return to Normal Mode after testing survival functionality.

Note: If the Resume Normal Mode command is not performed after testing, the telephone automatically returns to Normal Mode in ten minutes.

(Services)

1. Press the **Services** key to access the Services menu.

2. Using the **Navigation** keys, highlight **Resume Normal Mode**.

3. Press the **Select** key (the telephone registers back to the Main Office).

Troubleshooting MG 1000B

MG 1000B can display error messages on-screen. The following table lists error messages and actions to correct the causes.

Table 2: Troubleshooting MG 1000B

Display message	Probable cause	Action
Local Mode	Test Local Mode.	Press the **Services** key, and then select **Resume Normal Mode**.
	Network problem.	Contact system administrator if problem persists.
Local Mode Invalid ID (1)	Gatekeeper unable to find endpoint from Branch user ID.	Notify system administrator.
Local Mode Invalid ID (2)	Branch user ID not found in any equipped Terminal Number (TN).	Notify system administrator.

Using Hospitality features

Use the following Hospitality features for hotel operations.

Configuring Automatic Wake-Up

Use the Automatic Wake-Up feature to receive a timed reminder call. From your telephone, you can program the system to automatically place a call to yourself at a predetermined time. When you answer the call, recorded music plays for up to 30 seconds, followed by a prerecorded announcement or the attendant.

To enter the time for an Automatic Wake-Up call:

1. Lift the handset.

2. Dial the **Automatic Wake-Up Request** FFC.

3. Dial the **Automatic Wake-Up** time in a 24-hour time format (hhmm). A tone sounds to confirm the time.

   Note: In a 24-hour time format, 7:30 a.m. is entered as 0730; 9:45 p.m. is entered as 2145.

(Goodbye)

4. Press the **Goodbye** key.

To quit an Automatic Wake-Up call:

1. Lift the handset.

2. Dial the **Automatic Wake-Up Quit** FFC.

(Goodbye)

3. Press the **Goodbye** key.

To verify the time for the Automatic Wake-Up call:

1. Lift the handset.

2. Dial the **Automatic Wake-Up Verify** FFC.

3. Dial the **Automatic Wake-Up** time in a 24-hour time format (hhmm). If your query matches the preset time, a confirmation tone sounds.

   Note: In a 24-hour time format, 7:30 a.m. is entered as 0730; 9:45 p.m. is entered as 2145.

(Goodbye)

4. Press the **Goodbye** key.

Using External Server Applications

Use External Server Applications to access a variety of applications directly from your IP Phone 2001. For more information about the External Server Applications, see the *Nortel IP Phone External Server Applications User Guide* (NN43100-100).

Flexible Feature Codes (FFC)

Use this table to keep track of the FFCs assigned by your system administrator.

Table 3: FFCs

FFC	Feature	FFC	Feature
	Automatic Wake-Up Activate		Malicious Call Trace
	Automatic Wake-Up Deactivate		Pickup Ringing Number
	Automatic Wake-Up Verify		Remote Call Forward Activate
	Call Detail Recording Charge Account		Remote Call Forward Deactivate
	Electronic Lock Activate		Radio Paging Access
	Electronic Lock Deactivate		Radio Paging Answer
	Group Call		Station Control Password Change
	Internal Call Forward Activate		Virtual Office Terminal Log On
	Internal Call Forward Deactivate		Virtual Office Terminal Log Off

Regulatory and safety information

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.

  Note: The user should not make changes or modifications not expressly approved by Nortel Networks. Any such changes could void the user's authority to operate the equipment.

This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Warnings:

- This is a Class B product. In a domestic environment this product can cause radio interference in which case the user must take adequate measures.
- Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラスＢ情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをして下さい。

Table 4 lists EMC compliance for various jurisdictions.

Table 4: EMC Compliance

Jurisdiction	Standard	Description
United States	FCC CFR 47 Part 15	Class B Emissions: FCC Rules for Radio Frequency Devices
Canada	ICES-003	Class B Emissions: Interference-Causing Equipment Standard: Digital Apparatus
Australia/New Zealand	AS/NZS 3548 CISPR 22	Class B Emissions: Information technology equipment - Radio disturbance
European Community	EN 55022	Class B Emissions: Information technology equipment - Radio disturbance
	EN 55024	Information technology equipment - Immunity characteristics Limits and methods of measurement
	EN 61000-3-2	Limits for harmonic current emissions (equipment input current <= 16 A per phase)
	EN 61000-3-3	Limitation of voltage fluctuations and flicker in low-voltage supply systems for equipment with rated current <= 16 A
Japan	VCCI	Regulations for voluntary control measures.

Table 5: Safety

Jurisdiction	Standard	Description
United States	UL 60950-1	Safety of Information Technology Equipment
Canada	CSA 60950-1-03	Safety of Information Technology Equipment
European Community	EN 60950-1	ITE equipment - Safety - Part 1: General requirements
Australia/New Zealand	AS/NZS 60950.1:2003	Safety of Information Technology Equipment

Other Safety Approvals: IEC 60950-1: ITE equipment - Safety - Part 1: General requirements

Other

US/Canada: Hearing Aid Compatibility (HAC) as per FCC Part 68

This equipment complies with the CE Marking requirements.

Australia: AS/ACIF S004: Voice Frequency Performance Requirements for Customer Equipment

EU Countries: This device complies with the essential requirements and other relevant provisions of Directive 1999/5/EC. A copy of the Declaration may be obtained from http://www.nortel.com/corporate/community/environment/life_cycle/declarations.html or Nortel Networks GmbH address: Ingolstaedter Strasse 14-18, 80807 Munich Germany.

DenAn regulatory notice for Japan

⚠ Warning

Please be careful of the following while installing the equipment:

- Please only use the Connecting cables, power cord, AC adaptors shipped with the equipment or specified by Nortel to be used with the equipment. If you use any other equipment, it may cause “failures, malfunctioning or fire”.
- Power cords shipped with this equipment must not be used with any other equipment. In case the above guidelines are not followed, it may lead to death or severe injury

⚠ 警告

本製品を安全にご使用頂くため、以下のことにご注意ください。

- 接続ケーブル、電源コード、ACアダプタなどの部品は、必ず製品に同梱されております添付品または指定品をご使用ください。添付品・指定品以外の部品をご使用になると故障や動作不良、火災の原因となることがあります。
- 同梱されております付属の電源コードを他の機器には使用しないでください。

上記注意事項を守らないと、死亡や大怪我など人身事故の原因となることがあります。

Terms you should know

Attendant

A telephone operator in your organization.

Calling Party Name Display

Information appearing on the display screen such as the caller's name and telephone number. The system must have CPND enabled.

Category 5 (Cat5)

Balanced 100 Ohm cable and associated connecting hardware whose transmission characteristics are specified up to 100 MHz. It is used by 10BaseT, 100BaseT4, and 100BaseTX installations. The cable normally has four pairs of copper wire. Category 5 is the most popular cable used in new installations today.

Category 5e (Cat5e)

Most Cat5 cable manufactured after 1996 also supports 1000BaseT (GigE) installations, and is designated Cat 5e. Cat5e cable normally has four pairs of copper wire.

Context-sensitive soft keys

The four keys located directly below the display area on the IP 2001 phone are referred to as context-sensitive soft keys. The context-sensitive soft keys are dual purpose keys. The label and function of each key changes depending upon the call processing state.

Communication Server 1000

Your office communication system.

Date/time display

The current date and time when the telephone is in an idle state.

Directory Number (DN)

A number consisting of one to seven digits for a telephone. Also known as an *extension number*.

Fastbusy

A signal given to indicate that all outgoing lines are busy or an error condition exists (for example, a misdialed number).

Feature display

An area that shows status information about the feature in use. It also displays the name and status of the active session.

Fixed key

The hard-labeled keys on your telephone.

Flexible Feature Codes (FFC)

Specialized codes entered using the dialpad that enable features (for example, Ring Again).

Goodbye key

A fixed key used to end an active call.

Indicator

An LCD or an LED that indicates the status of a feature by the flash, wink, steady on, or off.

Information display

Any display of call activity, lists, prompts, and status of calls. On the IP Phone 2001 this information area is a one-line by 24-characters. If the text message exceeds this area, a scroll arrow icon indicates that you must use the scroll keys to view the remaining text.

Information line

A one-line by 24-character area which displays date and time or application information.

Interrupted dial tone

A broken or pulsed dial tone, heard when you access some features on your telephone.

Message (Inbox)

A fixed key on the IP Phone 2001 that connects to your voice messaging system when the key is pressed.

Message Waiting Indicator (MWI)/Incoming call indicator

An LCD or an LED that indicates the status of a feature by the flash, wink, steady on, or off.

Navigation keys

Keys used to scroll through menus and lists appearing on the display screen.

Off-hook

Any line selected to make a call or receive an incoming call. The term *off-hook* is applied whether (a) the end-user lifts up the handset, (b) the end-user presses a line key, (c) the call is automatically answered at the telephone, or (d) a line is automatically selected for an outgoing call.

Paging tone

A special tone heard when using the Radio Paging feature. You hear two beeps followed by dial tone.

Ringback/ring tone

A sound indicating that a call you have made is ringing at its destination.

Services key

A fixed key used to access options such as Telephone Options, Password Admin, Virtual Office Login, Virtual Office Logout, Test Local Mode, and Resume Normal Mode.

Shared Directory Number

A DN (extension) that is shared by two or more persons.

Special Prefix code (SPRE)

Special codes entered using the dialpad, followed by a two-digit access code, that enable features (for example, Call Forward All Calls requires entry of SPRE code + 74).

Soft keys (self-labeled)

A set of keys programmed by your system administrator. These four keys located directly below the display area have four programmable layers. These keys are also used to configure parameters in the **Telephone Options** menu.

Special dial tone

The three consecutive tones followed by dial tone that you hear when accessing telephone features.

Station Control Password (SCPW)

Enables security features on your telephone to prevent others from making calls from your telephone and to prevent access to protected features (for example, Remote Call Forward).

Status Messages

A message displayed to inform the user of important information. A right arrow appears if more than one Status Message is present. Examples of Status Messages include: Message Waiting, All Lines Forwarded to: 6453, Do Not Disturb On, Ring Again active, and Ringer is OFF.

System or Switch

Your office communication system.

Switchhook

A button that the handset presses down, disconnecting your call when you replace the handset. The handset (when lifted) releases the switchhook and you either answer an incoming call or you receive a dial tone to make a call.

User Interface

Screen displays that interact with the end-user as a result of an action or event.

Volume control bar

A rocker bar you press to increase or decrease the volume of the ringer, handset, headset, and the speaker.

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Nortel Communication Server 1000

IP Phone 2001

User Guide

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